



# Abdallah Adel Aldaradkeh

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## EDUCATION

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### Al Balqa Applied University

-program: Bachelors in Accounting Information System

## WORK EXPERIENCE

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April 2023 -  
Present

### Gulf Customer Experience -Bahrain Call Center Agent

1. Answering inbound calls.
2. Processing orders and payments.
3. Handling customer complaints.
4. Following up on customer calls.
5. Making outbound calls.
6. Upselling and cross-selling.
7. Managing and updating customer databases.
8. Collecting and reporting on customer feedback.
9. Training and onboarding new call center agents.

December 2021 –  
February 2023

### Alalawneh Exchange - Jordan Bank Transfers Officer (SWIFT Officer)

1. Create the transfers through swift system (creation).
2. Check all the supporting documents for all the pending transfers.
3. Follow up with the branches about their late or pending (Wait) transfers.
4. Scan all the remittances swift paper on the branches share file.
5. Export the transfers through the remit flow system.
6. File the outward remittances.
7. Follow up with western union in different cases if needed.
8. Cancel /refund and modify western union transaction.
9. Increasing the western union daily limit for all branches.
10. Check the transfer through swift system (secondary).

June 2019 - December 2021

### Zain - Jordan Sales Representative

1. Prospect and qualify new sales leads.
2. Schedule meetings and presentations with prospects
3. Create, plan, and deliver presentations on company products.

3. Track all sales activities in company CRM system and keep current by updating account information regularly.
4. Communicate customer and prospect product pain points to appropriate departments.
5. Maintain a well-developed pipeline of prospects.
6. Develop strong, ongoing relationships with prospects and customers.
7. Meet and exceed quotas.

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January 2018 - May 2019

**Orange - Jordan**

**Sales Representative**

1. Prospect and qualify new sales leads.
2. Schedule meetings and presentations with prospects.
3. Create, plan, and deliver presentations on company products.
4. Track all sales activities in company CRM system and keep current by updating account information regularly.
5. Communicate customer and prospect product pain points to appropriate departments.
6. Maintain a well-developed pipeline of prospects.
7. Develop strong, ongoing relationships with prospects and customers.
8. Meet and exceed quotas.

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September 2015 –  
November 2017

**Al Ansari Exchange - UAE**

**Teller / Customer Service**

1. Send money local and international as person to person or person to company or company to company by main system "cash express" and "western union", and receive money from local and international, also I make "wps" account for companies to make deposit salary for this company and make ATM card for employees to receive salary from any ATM machine, also I make marketing for card for AL Ansari Exchange "Travel card" you can make deposit some currencies in this card also I make bill payment and cash collection for companies in UAE.
2. Answer incoming calls from customers, answer inquiries and questions, handle complaints.
3. Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.
4. Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.
5. Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
6. Examine checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.

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April 2015 – September 2015

**Alalawneh Exchange - Jordan**

**Teller / Foreign Currency**

1. Send money local and international also receive, buying and selling currencies.
2. Answer incoming calls from customers, answer inquiries and questions, handle complaints.

3. Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.

September 2014 - April 2015

**West Lake Hyper Market – Jordan**

**Cashier/Customer Service**

1. Greet customers as they arrive in the store and provide them with information regarding products and services.
2. Respond to customers complaints and take necessary actions resolve their issues.
3. answer incoming calls from customers, answer inquiries and questions, handle complaints.
4. Count money at the beginning and ending of each shift.
5. Enter transaction in the cash register and provide customers with the total bill.
6. take payment in exchange of item sold.
7. Sort and count currency and coins.
8. Process exchange and refunds.
9. Process credit card and cash payments.
10. Train other staff members to work as cashier.

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August 2013 - May 2014

**Carrefour Hyper Market - Jordan**

**Cashier / Customer Service**

1. Greet customers as they arrive in the store and provide them with information regarding products and services.
2. Respond to customers complaints and take necessary actions resolve their issues.
3. Answer incoming calls from customers, answer inquiries and questions, handle complaints.

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**SKILLS**

- Microsoft Office And Microsoft PowerPoint.
- Auntie Money Laundering.
- Prevention of Fraud and Counterfeit Money.
- Customer Service / Social Media Marketing / Office Management/ Time Management

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**COURSES**

- AAML (Al Ansari Exchange)
- AML (Al Ansari Exchange)
- Prevention of Fraud and Counterfeit Money (Al Ansari Exchange).© goodcv.com